

In the Title

Please replace the title on page 1 of the original specification with the following new title ~~AGENT DESKTOP MANAGEMENT SYSTEM~~ APPARATUS AND METHOD OF MAINTAINING AND IMPROVING ~~WITH AGENT PERFORMANCE TRAINING~~

In the Specification:

Please replace paragraph [0013] on page 3 of the original specification with the following replacement paragraph:

[0013] As calls arrive, an ACD 20 may route the calls to agents 22, 23 based upon call associated information. For outgoing calls, call associated information may be a called number and a purpose of the call (e.g., a sales promotion on widgets). For incoming calls, call associated information may be delivered from the Public Switched Telephone Network (PSTN) 16 (e.g., Automatic Number Identification, (ANI), Dialed Number Identification Service (DNIS), etc.). From the call associated information, a CPU 21 may be able to identify the caller or intended destination of the call. In either case, the call associated information allows the ACD 20 to discern a purpose of the call and to more intelligently route the call to the most qualified agent 22, 23.

In the Drawings

Please approve the attached replacement drawings.